

Jon Telles, contracted telephone operations technician, uses an electrical wire wrap gun to connect a phone line to the building cable. Telephone Operations manages more than 8,000 base phone lines.

## Others talk, they deliver

low the base

eas of the

world," said

49th Com-

chief. "With-

couldn't get

headquar-

by Laura Pellegrino Sunburst staff writer

Without the 49th Communications Squadron Telephone Operations group, something as simple as orportantly, completing the mission would be nearly im-



Brandon Hodges, contracted telephone operations technician, tests a phone line in the frame room.

Telephone Operations handles all of the telephone communication on base, Lewis said. That includes an 8,000 line telephone exchange for the entire wing and all tenant units.

Three military members work with Lewis as qualdering a pizza would be difficult. But even more im- ity assurance evaluators to ensure that the contrac-

> When someone tasks a new project, such as addi-"We al- tional phone lines being installed, the telephone operations group passes the information to the contractors, who come up with a cost estimate and a solution. As long as the cost is acceptable, contractors are given different ar- the freedom to choose how they complete the task.

> Once they finish the job, the telephone operations group makes sure the contractor's work was within Sue Lewis, the base guidelines.

> Base operators are also included in the telephone munication operations group. The base has a contract with the Squadron New Mexico School for the Visually Handicapped, and Telephone operators use Braille readers to look up phone num-Operations bers.

> "A customer calling would never know if they reout the phone ceived a sighted or non-sighted operator because the system, we system works so quickly," Lewis said.

mission es- training in quality assurance evaluation and go sential orders through technical training as well, said Staff Sgt. from higher Lance Mayfield, 49th CS Telephone Operations qual- Force Base, Texas. ity assurance evaluator.

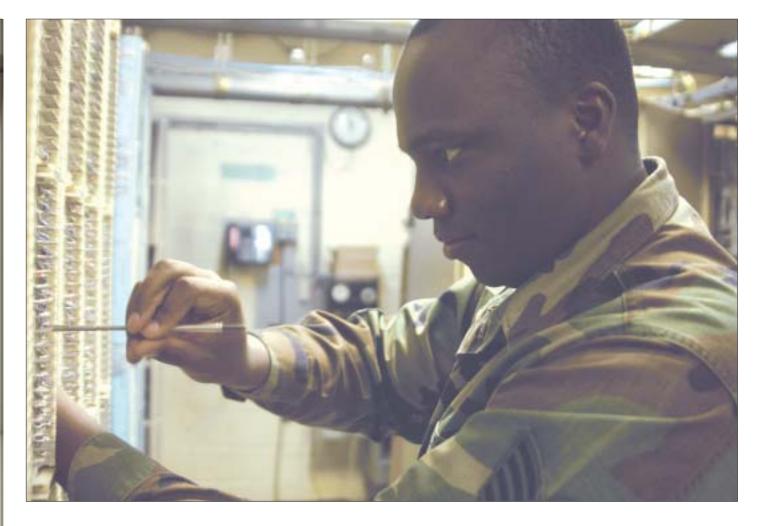


Susan Lewis, telephone operations chief, reviews a map of the man hole duct system.

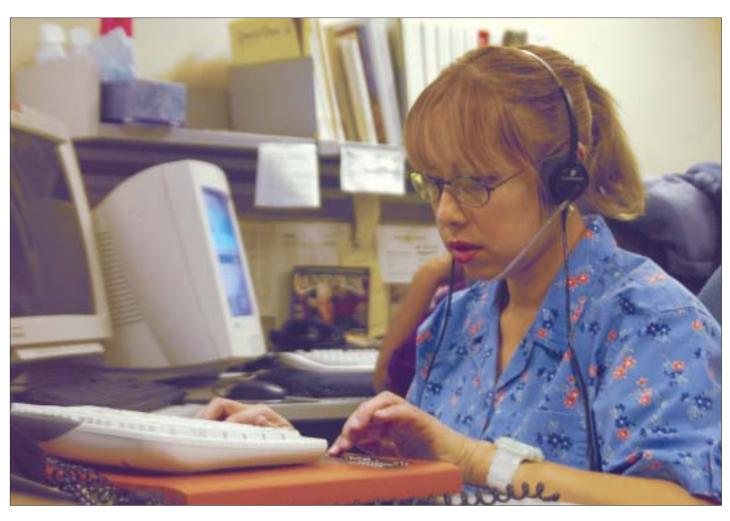
Quality assurance evaluators take two phases of theory course at Keesler Air Force Base, Miss., he training is complete. said. Then members spend five-and-a-half months learning indoor and outdoor wiring at Shepherd Air pability to complete and do their jobs," she

According to Lewis, the most challenging part of sion would be hampered. We wouldn't be There is a six-week electrical principles and the job is keeping up with current technology after able to connect with the outside world."

"We must give everyone on base the casaid. "Without phones at this base, the mis-



Staff Sgt. Everett Walton, quality assurance evaluator, installs a four-wire data circuit.



Silvia Delgado, base operator, finds a phone number for a caller using a Braille reader.